



ROUTE BOOKLET AUGUST 2022

# **Kingsport in Motion**

KATS currently operates 6 fixed bus routes, providing public transportation throughout the City of Kingsport.

For more information about KATS, please contact us at 423-224-2613 or visit us on the web at www.KingsportTransit.org.

# **Hours of Operation**

Please check the schedule to determine when the buses you need are available.

KATS will be closed during all the City of Kingsport observed Holidays.

During inclement weather, KATS may run on delayed schedules, please contact KATS if you have any questions.

Fixed-Route Transit Service is available: Monday through Friday, from 7:30am to 5:30pm

\*Buses do not run between 12:30pm-1:30pm



## **Fares**

• Regular Fare: \$1.00 General Public, ages 18 to 64

• \*Reduced Fare: \$0.50 65+ Disabled passengers, and Veterans

\*Upon boarding the bus, you must show proper ID for reduced fare or be charged the regular fare. Medicare cards are accepted for reduced fare.

Eligible students ride free with valid ID and proof of enrollment.

Children under the age of 18 ride KATS at no charge.

Children under the age of 12 must be accompanied by an adult at all times.

KATS also accepts electronic mobile fare payments on your smartphone through the Transit and Token Transit mobile apps available for download to a smart device from The App Store or Google Play.













# Tickets and Passes Advanced Ticket Purchases save you money

• 24-Ticket Booklet: \$20

• 24-Reduced Fare Ticket Booklet: \$12 (ID and proof of eligibility required)

• Unlimited Monthly Bus Pass: \$20

• Weekly Bus Pass: \$5

Individual Tickets, booklets and monthly passes can be purchased at the KATS office located at 900 East Main Street



### How to Ride on KATS

- 1). Use the maps (the system map is an overview of all transit routes).
- 2). Plan your trip step by step by using KATS new Google Trip Planner Feature on the homepage at www.KingsportTransit.org.
- 3). Determine your destination. Decide which of the colored routes and stop is closest to your location and then you can plan your trip.
- 4). Go to the appropriate page that shows your colored route.

  Tables will display times the bus makes stops at major locations along the route. Arrows on the map show the direction the bus is heading. Read the timetables from left to right for outbound trips and right to left for inbound trips. Many additional stops are located along the routes. Check the timed points in the timetable for the stops just before and after your desired location's stop in order to allow yourself enough time.
- 5). My destination is on another route. Need a Transfer? Transfers between two buses are very common to reach your destination, and it is free on a one-way trip. When you require a transfer, simply request a transfer from the driver when disembarking from the bus. When you board the second bus you must hand the driver the transfer when boarding. Transfer points are identified on the map.
- 6). Transit buses only pick up at KATS designated stop locations. You may disembark from the bus anywhere along the route, provided your driver deems the drop off location is safe.



## How to Read the Time Tables

When reading the time tables the outbound route reads from left to right and the inbound route reads from right to left. Just follow the direction of the arrows beside the times.

The small time tables to the left of the maps are a little different. The time points indicate the minutes after each hour that a bus will arrive or depart from that location. For example, if the time table says Transit Office-:30 (outbound):24 (inbound), it means the bus will depart from the Transit Office at 7:30, 8:30, 9:30 and so on throughout the day. It will arrive at the Transit Office at 8:24, 9:24, 10:24, and so on until the end of the day.







KATS offers the ability for riders to track fixed-route buses in real time on the Ridesystems mobile app available for download to a smart device from The App Store or Google Play. If your device does not automatically detect your location, search for "Kingsport Area Transit" from the list of transit agencies.

## **Accessible Services**

All KATS buses are lift-equipped and wheelchair accessible to passengers, please ask your bus driver if you need assistance in boarding, exiting and securing your chair. All mobile devices must be secured while traveling. All KATS information is available in Accessible Formats upon request. If a disability prevents you form using KATS fixed-route transit, our Dial-a-Ride 65/ADA service is available for individuals within the city limits of Kingsport who qualify through our Dial-A-Ride 65/ADA application process. For more information about this service, please contact a representative at 423-224-2613.

Requests for ADA reasonable modifications may be submitted and will be processed upon request. For more information on the "KATS Reasonable Modification Policy", please visit our website at www.KingsportTransit.org.



# **Designated Priority Seating**

- 1). People using wheelchairs and motorized mobility aids have **FIRST PRIORITY** for the designated priority seating area.
- 2). People with disabilities, walkers, service animals and seniors have **SECOND PRIORITY** for the designated priority seating area.
- 3). Children in strollers have THIRD PRIORITY for the designated priority seating. Children may remain in their strollers in the designated priority seating area unless an individual of a higher ranking priority should need that seat. At this time, parents may be asked to fold the stroller and move to another seat. The stroller will fit if it is small and can be stored in the seating area without extending into the aisle.
- \* Priority seating is required because designated seats are limited and in high demand. Individuals using wheelchairs or scooters are unable to stand and fold their equipment.



# Carry-On Items and Carts

Passengers must limit carry-on items and carts to no more than what you can SAFELY and SECURELY stow on your lap. Carry-on items and carts must not block the aisle or occupy another seat. Passengers must be capable of transporting personal items on the bus without assistance and in one boarding.





#### Strollers:

Strollers may be used on KATS buses; however, you must adhere to the Designated Priority Seating policy and size limitations.

#### Stroller Size Limitations:

- The maximum size for a stroller is 48" long by 24" wide.
- Oversized strollers will not be allowed on buses. An oversized stroller is anything larger than the stroller measurements as stated above. Most jogging strollers are oversized, and cannot be accommodated on KATS.
- KATS does not allow play buggies such as plastic pull-along cars or wagon carts at any time.
- Strollers not carrying a child cannot be accommodated.
- The bus driver has complete discretion to operate the bus in a safe manner. If the driver thinks that carry- on items, carts or strollers compromise safety, they may direct the passenger to move items to a safe location or refuse to transport the items.

# Take Your Bike on the Bus

KATS provides bike racks for your convenience on the front of the buses. It is FREE to bring your bike with you. Space is provided for two bikes per bus and available on a first-come basis. Unfortunately, bikes are not allowed inside the bus, so if the rack is full you may have to wait for the next bus. Only conventional, single seat, standard size, non-motorized, normal tires, two wheeled bicycles are allowed on the bike racks.

#### How to Load and Unload Your Bike



Squeeze handles and pull down rack



Place bike in rack slot



Grasp support arm...



...and pull over tire

## **KATS Policies and Guidelines**

KATS will take you to your desired destination by providing dependable, efficient, convenient and safe travel. With your help, we will better meet our published schedules and operate buses safely. To help better serve you please remember:

- Have the correct fare, ticket, pass or ID ready as your board the bus. You must show proper ID to the driver to receive reduced or free fares.
- Drivers cannot make change for fare.
- Be seated as soon as possible after boarding the bus. Front seats are reserved for persons with disabilities.
- No shirt or no shoes equals no bus service.
- Passengers will only be picked up at KATS designated Stops.
- Transfers are one way and can only be used at designated transfer points.
- Bus drivers cannot accept expired tickets or transfers.
- Passengers must limit carry-on items and carts to no more than what you can SAFELY and SECURELY stow on your lap. Carry-on items and carts must not block the aisle or occupy another seat. Passengers must be capable of transporting personal items on the bus without assistance and in one boarding.
- Do not cross in front of the bus after exiting.
- No illegal activity permitted.
- Do not talk to the driver while the bus is in motion.

- For your safety, seatbelts are provided on all vehicles. Any passenger sitting in the first row must wear a seatbelt.
- Profane language, racial slurs, and inappropriate comments are not permitted.
- No eating, drinking, or use of alcohol products. No public intoxication.
- No tobacco products are permitted. No smoking or use of any device that emits a vapor in the air while on the bus or on transit property. This includes but is not limited to cigarettes, electronic cigarettes, aerosol cans, etc.
- No flammable, hazardous, or combustible materials of any kind permitted.
- Respect the Drivers and other passengers by observing personal hygiene and not wearing excessively strong perfumes.
- Keep cell phone usage to a minimum.
- Excessively loud noise is not permitted.
- KATS is not responsible for items left on the bus.
- Pets are not allowed.
- Pull the stop request cord or push button at least one block before you need to disembark from the bus. Please wait until the bus has come to a complete stop before disembarking.
- Violence, threats, or inappropriate behavior is not permitted.
- Passengers must have a destination.
- No littering. Please dispose of all trash, including cigarette butts, in provided receptacles.



# Passenger Conduct

The Kingsport Area Transit Service (KATS) is concerned about the security and safety of the traveling public and transit operators. Safety is everyone's responsibility and we require anyone that witnesses inappropriate behavior in or around transit facilities to report it to the KATS office before boarding or after boarding any vehicle. KATS reserves the right to deny entry to, expel and/or temporarily or permanently ban any person from KATS property and/or vehicles, who in the judgment of the KATS management, is endangering public safety, not following KATS policies and guidelines, or being a public nuisance. To find out more information regarding the KATS Passenger Rider Code of Conduct please contact us at 423-224-2613 or visit our website at www.KingsportTransit.org.

#### Ride with Respect:

We believe that everyone should enjoy the ride; that's why we are suspending people who break our code of conduct. Learn more about KATS code of conduct at www.KingsportTransit.org.

Note: Bus drivers may refuse service to anyone not following these guidelines. Remember, with your help we can meet your transportation needs and better serve you.

## **Additional Transit Services**

#### Dial-A-Ride with KATS

KATS Dial-A-Ride has three types of services in order to better serve our Kingsport community. KATS Dial-A-Ride is a curb-to-curb, origin-to-destination transportation service for Kingsport City residents. Reasonable exceptions are made depending on the circumstances to meet the origin-to-destination needs, including assistance to first door when requested. KATS conveniently picks you up at your curb, takes you to your desired destination with others traveling in the same direction and brings you back home.

#### Dial-A-Ride ADA Program Description and Eligibility

Dial-A-Ride ADA is available to those individuals who reside in the City of Kingsport, and because of their disability or health-related condition, cannot independently board, ride and/or disembark from an accessible fixed-route transit bus or cannot get to/from a boarding or disembarking location. There is a brief application that must be filled out by both you and your physician or nurse practitioner in order to determine eligibility.

**Cost:** Eligible ADA passengers shall pay \$2.00 each way for scheduled trips that are within the designated ¾ mile ADA zone. Beyond this zone, additional zone fees will apply.

#### Dial-A-Ride 65 Program Description and Eligibility

Dial-A-Ride 65 is a scheduled curb-to curb transportation service for those whom are the age 65 or older which reside in the city of Kingsport. To register, call 423-224-2613 and be prepared to give your name, date of birth, address, phone number(s) and an emergency contact.

**Cost:** Eligible Dial-A-Ride 65 passengers shall pay \$3.00 each way for scheduled trips that are within the designated ¾ mile Dial-A-Ride 65 zone. Beyond this zone, additional zone fees will apply.

#### Dial-A-Ride Job Assist Program Description and Eligibility

Individuals may be eligible if they do NOT qualify for Dial-A-Ride ADA or Dial-A-Ride 65, or are unable to access the KATS regular bus route service and are in need of transportation to and from work (only). An application must be completely filled out and submitted to be considered for this service.

**Cost:** Eligible Dial-A-Ride Job Assist passengers shall pay \$3.00 each way for scheduled trips that are within the designated 34 mile Dial-A-Ride zone. Beyond this zone, additional zone fees will apply.

#### **KATS Service Comments**

You may submit a comment, compliment or complaint at the KATS downtown location at 900 East Main Street, online at www.KingsportTransit.org or by calling 423-224-2613 and selecting option #5. We welcome your input for quality assurance purposes so that we may continue to strive to make KATS the best transportation system possible. All formal complaints are subject to investigation, review, and are recorded.

#### Title VI

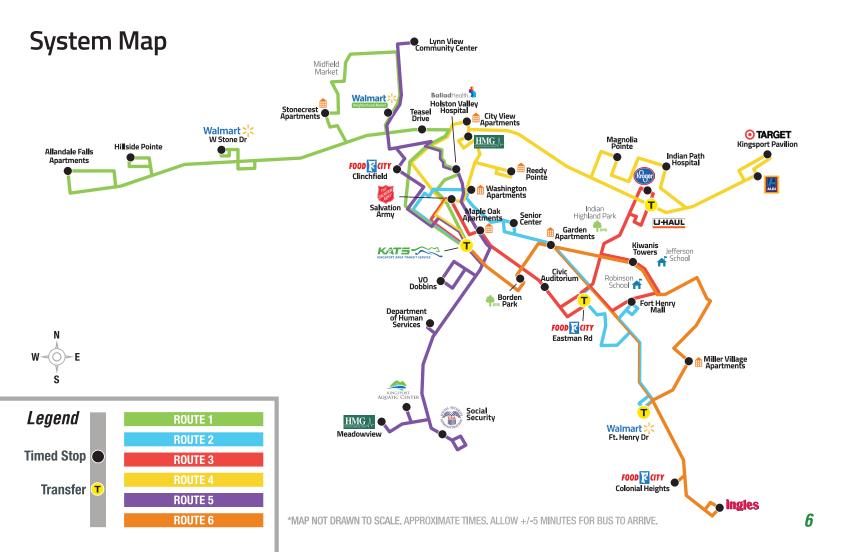
The City of Kingsport (KATS) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a written complaint with the City of Kingsport. For more information on the City of Kingsport's Civil Rights program, and the procedures to file a complaint, contact 423-224-2613 or visit our administrative office at 900 East Main Street Kingsport, TN 37660. For more information or for language translation, visit our website at www.KingsportTransit.org.

#### Reasonable Modification

KATS ADA Reasonable Modification of Requests policy may be found at www.KingsportTransit.org.

Please note that we offer same day service on a space available basis, it is always in your best interest to schedule all of your trips at least one day in advance. Service is available on a first-come, first scheduled basis. Travel restrictions do apply. KATS will perform a site check for all Dial-A-Ride services to ensure proper lift capability and safe loading conditions.





A

OUTBOUND STOP TIME Round Trip Back to KATS

·30 Leaves

		.00
<b>B</b>	Holston Valley Hospital	:35

Transit Office

© Teasel Drive :38

Midfield Market :42

**Stonecrest Apartments** :44

F Hillside Pointe :52

**(6)** Allandale Falls Apartments :56

**1** Wal-Mart West Stone Dr

Crown Plaza :15

A Transit Office ;25 Arrives

Service operates on approximate 60-minute frequency.
Time points indicate the approximate minutes after each hour
that a bus will arrive at that location.

Operation Hours: Mon-Fri, 7:30am - 12:30pm; 1:30pm-5:25pm

## Legend

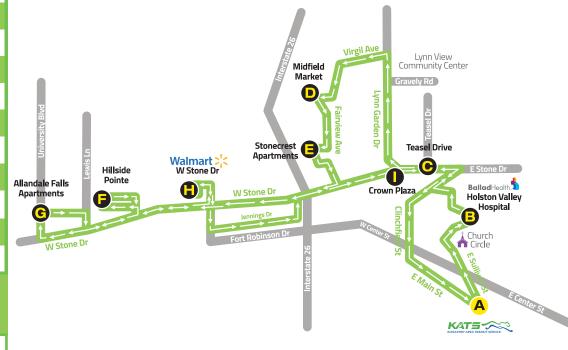
Timed Stop

Transfer A

Direction of Bus Outbound Verses Inbound



Eastman





	A	<b>3</b>	<b>©</b>	•	<b>a</b>	<b>(3</b> )	<b>e</b>	•	•	A	
Route 1	Transit Office	Holston Valley Hospital	Teasel Drive	Midfield Market	Stonecrest Apts	Hillside Pointe	Allendale Falls Apts	Wal-Mart W Stone Drive	Crown Plaza	Transit Office	
	7:30	7:35	7:38	7:42	7:44	7:52	7:56	8:03	8:15	8:25	
	8:30	8:35	8:38	8:42	8:44	8:52	8:56	9:03	9:15	9:25	
	9:30	9:35	9:38	9:42	9:44	9:52	9:56	10:03	10:15	10:25	
	10:30	10:35	10:38	10:42	10:44	10:52	10:56	11:03	11:15	11:25	
OUTBOUND STOP TIME	11:30	11:35	11:38	11:42	11:44	11:52	11:56	12:03	12:15	12:25	
Round Trip Back to KATS					NO RUN						
	1:30	1:35	1:38	1:42	1:44	1:52	1:56	2:03	2:15	2:25	
	2:30	2:35	2:38	2:42	2:44	2:52	2:56	3:03	3:15	3:25	
	3:30	3:35	3:38	3:42	3:44	3:52	3:56	4:03	4:15	4:25	
	4:30	4:35	4:38	4:42	4:44	4:52	4:56	5:03	5:15	5:25	

#### Route 2 OUTBOUND STOP TIME STOP TIME Going to KATS Office Leaving KATS Office :30 :25 Transit Office Washington :35 Apartments © Senior Center :38 :14 Garden **(D)** :41 **Apartments** Food City Eastman Rd. :43 :05 Fort Henry **(** No Stop Wal-Mart :51 No Stop Ft. Henry Dr Service operates on approximate 60-minute frequency.

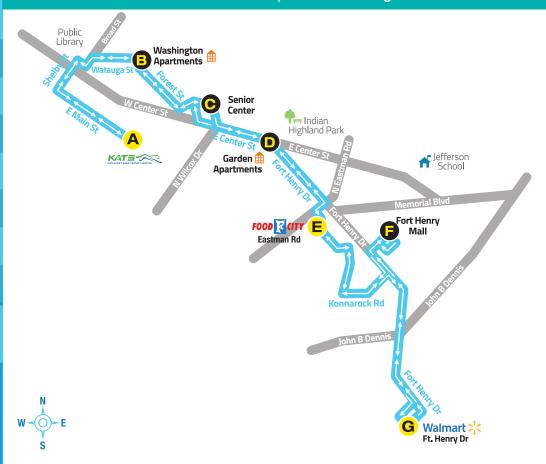
Time points indicate the approximate minutes after each hour that a bus will arrive at that location.

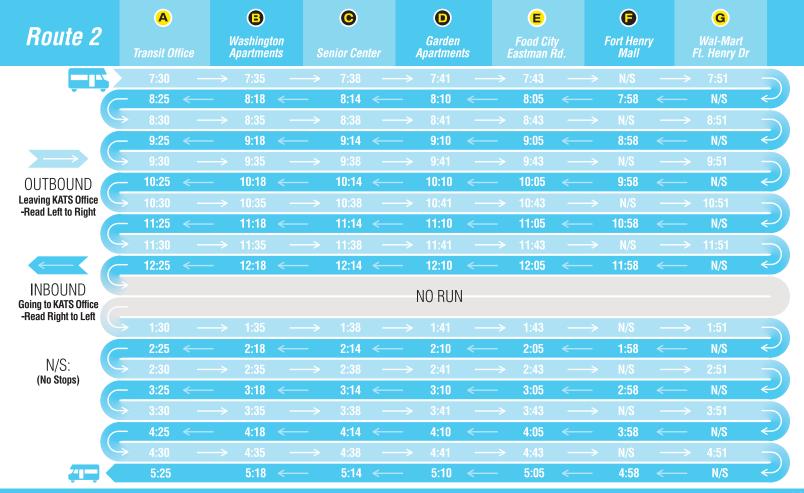
Operation Hours: Mon-Fri, 7:30am - 12:30pm; 1:30pm-5:25pm

# Timed Stop (2) Transfer (A)

Direction of Bus Outbound Verses Inbound Apar S Church

Apartment fine School









A Transit Office

:30

:25

Salvation Army

Food City Eastman Rd. :33

:18

( Ma

Maple Oak Apts :37

:43

:05

:15

**(** 

Fort Henry :48

No Stop

F U-Haul Transfer

:54

:59

J-1

**(G)** 

Kroger

No Stop

No Stop

#### $\label{lem:continuity} \textbf{Service operates on approximate 60-minute frequency}.$

Time points indicate the approximate minutes after each hour that a bus will arrive at that location.

Operation Hours: Mon-Fri, 7:30am - 12:30pm; 1:30pm-5:25pm

## Legend

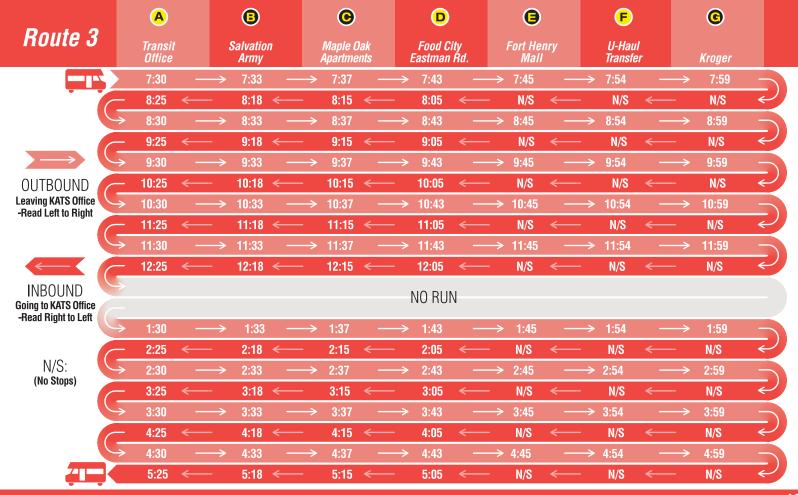
Timed Stop

Transfer A

Direction of Bus Outbound Verses Inbound Apartment for School for Park for Church Circle

Eastman ightharpoonup





OUTBO	0.10
STOP Round Trip Ba	

		Round Trip Back to KATS
A	Transit Office	:30 Leaves
B	Reedy Pointe	:35
<b>©</b>	HMG	:43
D	U-Haul Transfer	:54
₿	Aldi	:58
<b>6</b>	Target Kingsport Pavilion	:03
G	Indian Path Hospital	:08
<b>(1)</b>	Magnolia Pointe	:11
0	City View Apartments	:16
A	Transit Office	:25 Arrives

Service operates on approximate 60-minute frequency. Time points indicate the approximate minutes after each hour that a bus will arrive at that location.

Operation Hours: Mon-Fri, 7:30am - 12:30pm; 1:30pm-5:25pm

# Legend

Timed Stop (A) Transfer A

Inbound

Direction of Bus **Outbound** Verses









5 / /	A	₿	<b>©</b>	D	<b>(3</b> )	<b>(</b>	<b>G</b>	•	0	A	
Route 4	Transit Office	Reedy Pointe	HMG	U-Haul Transfer	Aldi	Target Kingsport Pavilion	Indian Path Hospital	Magnolia Pointe	City View Apartments	Transit Office	
	7:30	7:35	7:43	7:54	7:58	8:03	8:08	8:11	8:16	8:25	
	8:30	8:35	8:43	8:54	8:58	9:03	9:08	9:11	9:16	9:25	
OUTBOUND Round Trip Back To KATS	9:30	9:35	9:43	9:54	9:58	10:03	10:08	10:11	10:16	10:25	
	10:30	10:35	10:43	10:54	10:58	11:03	11:08	11:11	11:16	11:25	
	11:30	11:35	11:43	11:54	11:58	12:03	12:08	12:11	12:16	12:25	
	NO RUN										
	1:30	1:35	1:43	1:54	1:58	2:03	2:08	2:11	2:16	2:25	
	2:30	2:35	2:43	2:54	2:58	3:03	3:08	3:11	3:16	3:25	
	3:30	3:35	3:43	3:54	3:58	4:03	4:08	4:11	4:16	4:25	
	4:30	4:35	4:43	4:54	4:58	5:03	5:08	5:11	5:16	5:25	



		Hound Hip Davi	N IU IVAI C
A	Transit Office	:30	Leaves
<b>B</b>	VO Dobbins	:34	
<u>©</u>	Department of Human Services	:39	
<b>•</b>	Kingsport Aquatic Center	:42	
<b>(3)</b>	HMG - Meadowview	:46	
<b>(3</b> )	Social Security Administration	:50	
<b>©</b>	Holston Valley Hospital	:00	
<b>(1)</b>	Lynn View Community Center	:08	
<b>(</b>	Wal-Mart Neighborhood Market	:12	
J	Food City - Clinchfield	:17	
A	Transit Office	:25	Arrives

Service operates on approximate 60-minute frequency. Time points indicate the approximate minutes after each hour that a bus will arrive at that location.

Operation Hours: Mon-Fri, 7:30am - 12:30pm; 1:30pm-5:25pm

## Legend

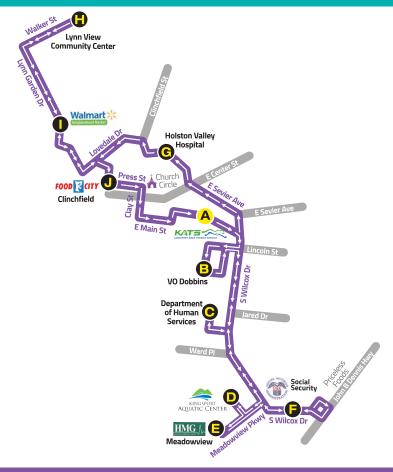
Timed Stop (4

Transfer A

Direction of Bus Outbound Verses Inbound







	A	<b>B</b>	<b>©</b>	0	<b>(3</b> )	<b>(</b>	<b>e</b>	(1)	0	0	A	
Route 5	Transit Office	VO Dobbins	Department of Human Services	Kingsport Aquatic Center	HMG Meadowview	Social Security Administration	Holston Valley Hospital	Lynn View Community Center	Wal-Mart Neighborhood Market	Food City Clinchfield	Transit Office	
	7:30	7:34	7:39	7:42	7:46	7:50	8:00	8:08	8:12	8:17	8:25	
OUTBOUND Round Trip Back To KATS	8:30	8:34	8:39	8:42	8:46	8:50	9:00	9:08	9:12	9:17	9:25	
	9:30	9:34	9:39	9:42	9:46	9:50	10:00	10:08	10:12	10:17	10:25	
	10:30	10:34	10:39	10:42	10:46	10:50	11:00	11:08	11:12	11:17	11:25	
	11:30	11:34	11:39	11:42	11:46	11:50	12:00	12:08	12:12	12:17	12:25	
	NO RUN											
	1:30	1:34	1:39	1:42	1:46	1:50	2:00	2:08	2:12	2:17	2:25	
	2:30	2:34	2:39	2:42	2:46	2:50	3:00	3:08	3:12	3:17	3:25	
	3:30	3:34	3:39	3:42	3:46	3:50	4:00	4:08	4:12	4:17	4:25	
	4:30	4:34	4:39	4:42	4:46	4:50	5:00	5:08	5:12	5:17	5:25	

OUTBOUND STOP TIME Round Trip Back to KATS

Transit Onio	A	Transit Office
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:30 Leaves

**(B)** Borden Park

:34

**(** Kiwanis Towers

:39

**(** Miller Village Apts :45

Wal-Mart - Fort Henry Dr.

:51

Food City - Colonial Heights

:58

**G** Ingles :07

**(1)** Civic Auditorium

:18

A

Transit Office

:25 Arrives

Service operates on approximate 60-minute frequency. Time points indicate the approximate minutes after each hour that a bus will arrive at that location.

Operation Hours: Mon-Fri, 7:30am - 12:30pm; 1:30pm-5:25pm

Legend

Timed Stop (A)

Transfer A

Direction of Bus Outbound Verses Inbound

Apartment School n

Park 🛼 Church Circle 📥 Eastman 👗





<b>D</b> ( 0	A	<b>3</b>	•	0	E	<b>(3</b> )	<b>©</b>	<b>(1)</b>	A	
Route 6	Transit Office	Borden Park	Kiwanis Towers	Miller Village Apts	Wal-Mart Fort Henry Dr	Food City Colonial Heights	Ingles	Civic Auditorium	Transit Office	
	7:30	7:34	7:39	7:45	7:51	7:58	8:07	8:18	8:25	
	8:30	8:34	8:39	8:45	8:51	8:58	9:07	9:18	9:25	
	9:30	9:34	9:39	9:45	9:51	9:58	10:07	10:18	10:25	
	10:30	10:34	10:39	10:45	10:51	10:58	11:07	11:18	11:25	
OUTBOUND	11:30	11:34	11:39	11:45	11:51	11:58	12:07	12:18	12:25	
Round Trip Back To KATS					NO RUN					
	1:30	1:34	1:39	1:45	1:51	1:58	2:07	2:18	2:25	
	2:30	2:34	2:39	2:45	2:51	2:58	3:07	3:18	3:25	
- -	3:30	3:34	3:39	3:45	3:51	3:58	4:07	4:18	4:25	
	4:30	4:34	4:39	4:45	4:51	4:58	5:07	5:18	5:25	

#### Kingsport Area Transit Service

900 East Main Street Kingsport, TN 37660 Phone: 423.224.2613 Fax: 423.224.2615

www.KingsportTransit.org



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